AuthentiCare® Alabama

Employer Quick Reference Guide

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October 6, 2020

First Data
is now fiserv.

Employer AuthentiCare ID:_____

The AuthentiCare Employer Quick Reference Guide is to provide the self-representing client/employer a way to access information in a focused and concise way that allows them to perform key functions while using the AuthentiCare product. Throughout this document, you will be asked to enter an Employer ID. This is the AuthentiCare Employer ID assigned to you. If you do not know your AuthentiCare Employer ID, please contact your Provider for assistance. For additional clarification and detail regarding any content of this document, please refer to the AuthentiCare User Manual available on the AuthentiCare Main Menu of the Home Page.

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1. Employer Attestation Using Mobile Application

Use these steps when the worker has completed their service and is <mark>checking out</mark> using the AuthentiCare Mobile Application. Make sure you have your Employer ID available.

Step 1: When the worker finishes providing the service, they begin check out. When the worker gets to the screen below they will hand the phone to the Client/Employer.

> **Client/Employer:** Tap the "Continue" button at the bottom of the screen.
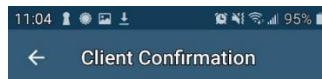
Step 2: A Client card displays with the Client's name, the service name and the visit Check-in/Check-out times

> **Client/Employer:** Tap the Approve box next to each as shown and then tap DONE at the bottom of the screen.

Step 3: The Signature page displays with a line to capture the signature and options to CLEAR or SAVE the signature.

> **Client Employer:** Sign in space provided. If you want to re-sign, simply select CLEAR and try again. Once you are happy with the signature. Select SAVE.

Step 4: The screen changes and lets you know the check-out has been successful. Please hand the phone back to the worker.
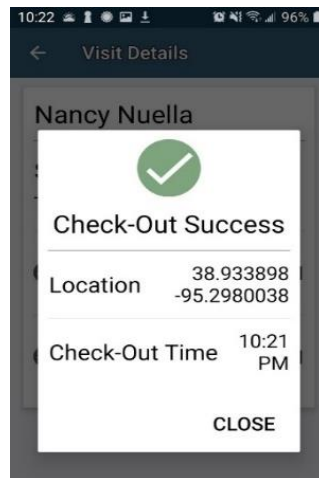
2. AuthentiCare Interactive Voice Response (IVR) for Phone

Using the client's mobile or landline touch-tone phone, call the AuthentiCare IVR at 1-800-422-3886. Follow the prompts as identified below. This diagram shows the IVR statements **during worker checkout** (before the worker leaves the client's location).

```
┌─────────────────────────────────────┐
│  Worker hands phone to employer/self-│
│  representing client and asks them to│
│         press 1 when ready.          │
└─────────────────────────────────────┘
                 │ Press 1
                 ▼
┌─────────────────────────────────────┐
│ "Please enter your employer ID followed│
│        by the pound sign."           │
│      (Enter your Employer ID#)       │
└─────────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────────┐
│ "After the beep, please say your first│
│  name, last name and employer ID. For│
│  example, "Mary Smith 0123456789. Press│
│     the pound key when you finish."  │
│  (State your name and employer ID and│
│               press #)               │
└─────────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────────┐
│ ""Your voice has been successfully   │
│  recorded. To replay, press 1. To rerecord,│
│  press 2. To disgard, press 3 or press the #│
│  key to leave the message and continue."│
│   (Press # when ready to move forward)│
└─────────────────────────────────────┘
                 │ Press #
                 ▼
┌─────────────────────────────────────┐
│  "Thank you, your voice has been     │
│      successfully recorded."         │
└─────────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────────┐
│ "If you are "<EMPLOYER NAME> and you │
│   agree that <WORKER NAME> has       │
│  provided <SERVICE NAME> to <CLIENT  │
│  NAME> from < check-in time <HH:MM> to│
│  check-out time <HH:MM>, press 1. If you│
│       do not agree, press 2."        │
└─────────────────────────────────────┘
                 │ Press 1 & 2
                 ▼
┌──────────┐  Press 2  ┌────────────────────┐  Press 1  ┌──────────────┐
│ Call ends│◄──────────│ "Your check-out has │──────────►│ "Welcome to  │
│          │           │ been successful. To │           │ AuthentiCare,│
└──────────┘           │ return to the main  │           │  Alabama."   │
                       │ menu, press 1. To end│          └──────────────┘
                       │   this call press 2."│
                       └────────────────────┘
```
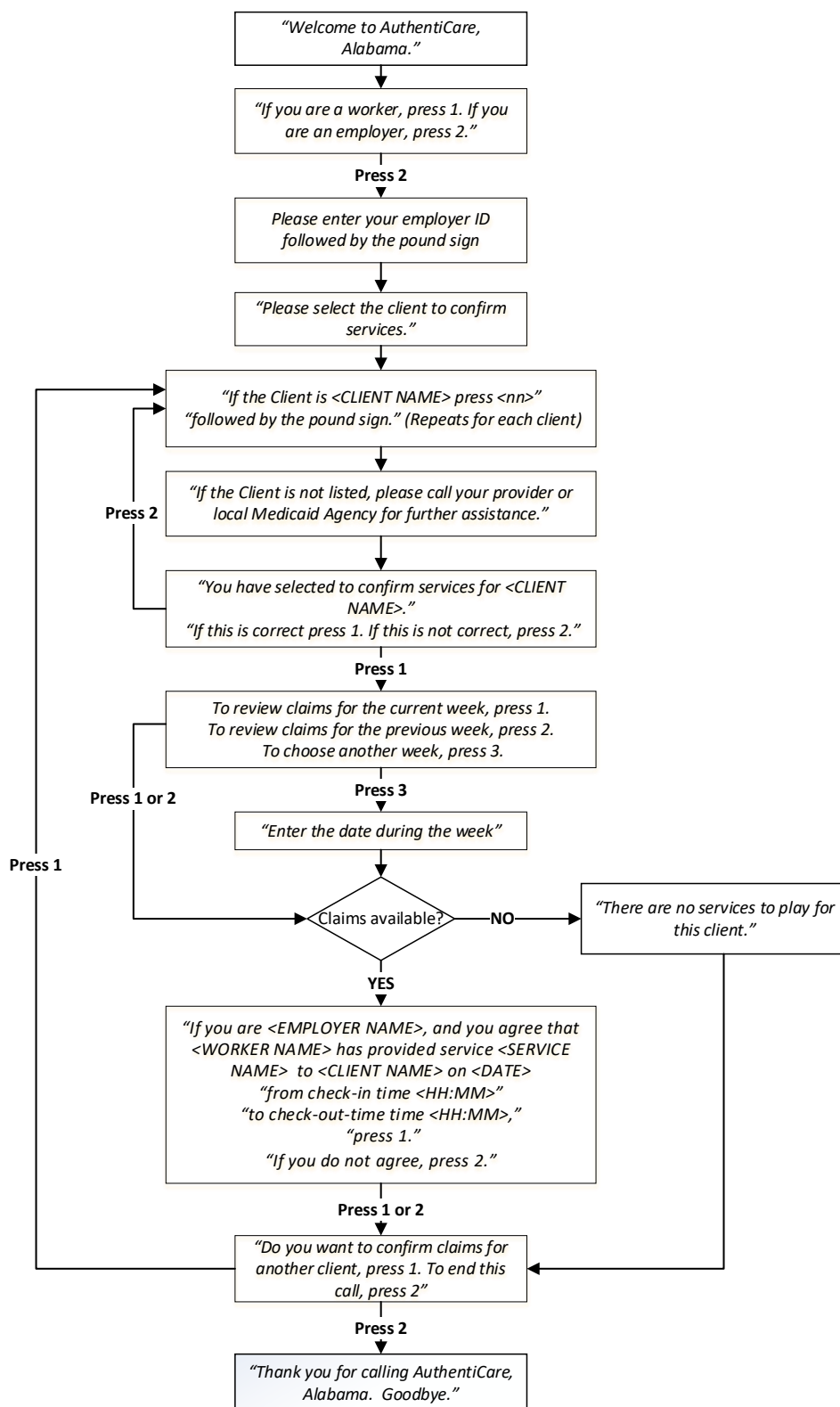
This diagram shows the IVR statements after checkout. **This is to be used only if you have to confirm claims after the worker has left the client location and you did not complete attestation using attestation using the mobile or during check out.**
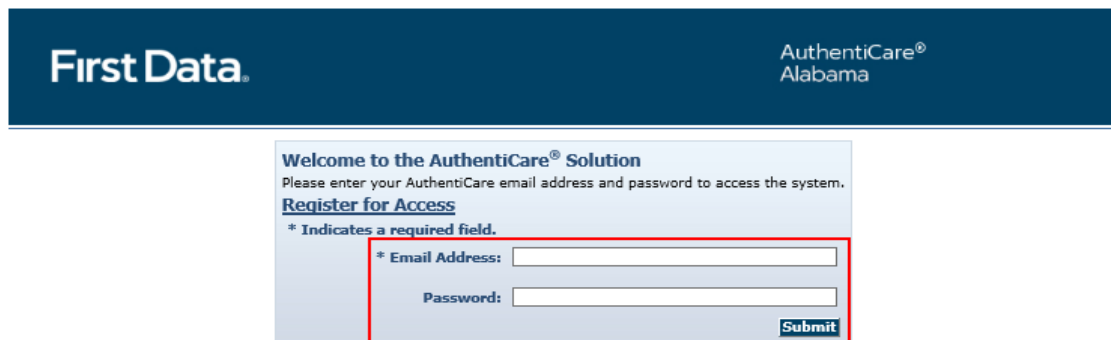
```
                          ┌─────────────────────────┐
                          │ "Welcome to AuthentiCare,│
                          │        Alabama."         │
                          └─────────────┬───────────┘
                                        │
                          ┌─────────────▼───────────┐
                          │ "If you are a worker,    │
                          │ press 1. If you are an   │
                          │ employer, press 2."      │
                          └─────────────┬───────────┘
                                   Press 2
                          ┌─────────────▼───────────┐
                          │ Please enter your        │
                          │ employer ID followed by  │
                          │ the pound sign           │
                          └─────────────┬───────────┘
                          ┌─────────────▼───────────┐
                          │ "Please select the       │
                          │ client to confirm        │
                          │ services."               │
                          └─────────────┬───────────┘
```

"If the Client is <CLIENT NAME> press <nn>"
"followed by the pound sign." (Repeats for each client)

"If the Client is not listed, please call your provider or local Medicaid Agency for further assistance."

Press 2

"You have selected to confirm services for <CLIENT NAME>."
"If this is correct press 1. If this is not correct, press 2."

Press 1

To review claims for the current week, press 1.
To review claims for the previous week, press 2.
To choose another week, press 3.

Press 1 or 2

Press 3

"Enter the date during the week"

Press 1

Claims available?   NO   →   "There are no services to play for this client."

YES

"If you are <EMPLOYER NAME>, and you agree that <WORKER NAME> has provided service <SERVICE NAME> to <CLIENT NAME> on <DATE>
"from check-in time <HH:MM>"
"to check-out-time time <HH:MM>,"
"press 1."
"If you do not agree, press 2."

Press 1 or 2

"Do you want to confirm claims for another client, press 1. To end this call, press 2"

Press 2

"Thank you for calling AuthentiCare, Alabama. Goodbye."

3. Confirm Services after Checkout using the AuthentiCare Web

Login	
Step 1	Login to AuthentiCare Alabama by entering https://www.authenticare.com/alabama using your internet browser
Step 2	Enter the provided email address and password. Click Submit. Home page will display. First Data. — AuthentiCare® Alabama **Welcome to the AuthentiCare® Solution** Please enter your AuthentiCare email address and password to access the system. **Register for Access** * Indicates a required field. * Email Address: [ ] Password: [ ] **Submit**

Conducting a Search	
Step 1	From the Home page, you can search for your Employer Entity Settings page or the client(s) you represent. In the Entities section, in the text box next to Search>, enter your employer ID or your name (last name first, then a comma and space, then your first name). Click **Go!** Home | Reports | My Account | Custom Links | Logout Logged **Entities** Search > [ ] **Go!** **Claims** ◉ Claim Search Type: ○ Confirm Billing – View ○ Confirm Billing – Bulk Claim ID: [ ] **Go! Clear** Claim Status: [▾] Claim Start: [MM/DD/YYYY] Claim End: [MM/DD/YYYY] Service: [ ] Authorization ID: [ ] Client: [ ] Provider: [ ] Worker: [ ] Employer: [ ] CaseManager: [ ] Payer: [ ] Procedure Code: [ ] Travel Time: [ ] Mileage: [ ] User Option: [▾] ☐ Include Inactive Claims? **Go! Clear**
Step 2	The Employer Entity Settings page displays. This screen is view only. However, if you would like to receive alerts via email when a worker providing services to the client you represent during check in or

check out, please contact the provider. Select **Home** from the Main Menu toolbar to return to the Home page.

Step 1	From the Home page you can search for claims created for the service visits received by the client you represent.
	
	    a. Search for claims individually (must know the claim number).
	
	    b. Search for claims by entering a date range of claims to view.
	
	    c. Add filters to narrow the search.
	    d. Click **Go!**	

Step 2	Select **Home** from the Main Menu toolbar to return to the Home page when the claims search if completed.	

Confirming Services using the Web

Step 1	Login to AuthentiCare Alabama by entering https://www.authenticare.com/alabama using your internet browser
Step 2	On the Homepage, enter the date(s) for services you need to confirm. ***NOTE:*** *You can only enter no more than a 31-day timeframe.* Once dates are entered, select GO at the bottom right of the page.

Step 3	Depending on the number of services provided within the date range entered, you may see a list of claims or a single. If one claim displays, skip to **Step 4**. If a list displays, select the underlined number for the dates of service you need to confirm.

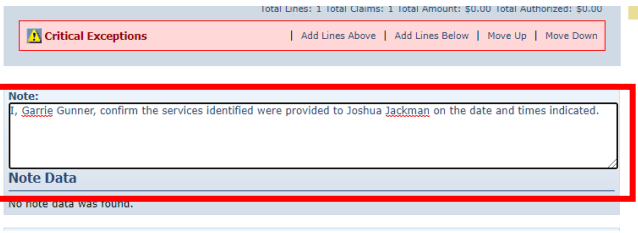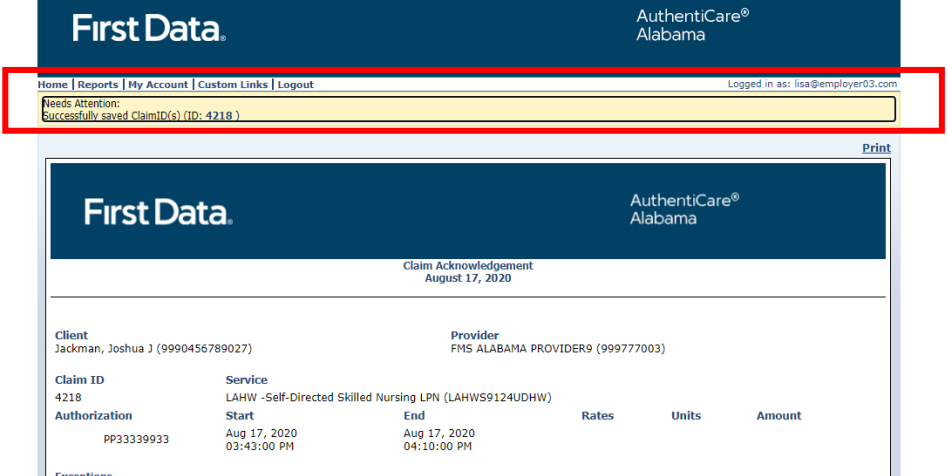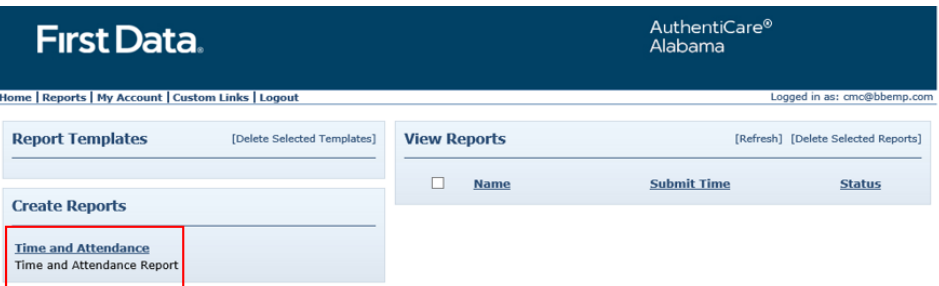| **Step 4**	Confirm:
	• Date and check in/check out times are accurate
	• The service provided on that day is correct
	• The name of the worker and client are correct
	NOTE: If you identify a mistake on the claim (dates of service or time service was provided are incorrect), please contact your Case Manager/ Counselor or Provider for assistance. Do not proceed to Step 5.

Step 5	Check the "Review Complete" box

Step 6	Add a note stating, "I, <EMPLOYER NAME>, confirm the services identified were provided to <CLIENT NAME> on the date and times indicated." Then select SAVE.
	Total Lines: 1 Total Claims: 1 Total Amount: $0.00 Total Authorized: $0.00 ⚠ Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down **Note:** I, Garrie Gunner, confirm the services identified were provided to Joshua Jackman on the date and times indicated. **Note Data** No note data was found.
Step 7	A print friendly version of the claim displays, and a pop-up in YELLOW will appear under the main menu stating the claim updated successfully.

	First Data. AuthentiCare® Alabama
	
	Home | Reports | My Account | Custom Links | Logout Logged in as: lisa@employer03.com
	Needs Attention:
	Successfully saved ClaimID(s) (ID: 4218)
	
	                                                                          Print
	
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	Claim Acknowledgement
	August 17, 2020
	
	Client **Provider**
	Jackman, Joshua J (9990456789027) FMS ALABAMA PROVIDER9 (999777003)
	
	Claim ID **Service**
	4218 LAHW -Self-Directed Skilled Nursing LPN (LAHWS9124UDHW)
	Authorization **Start** **End** **Rates** **Units** **Amount**
	     PP33339933 Aug 17, 2020 Aug 17, 2020
	                  03:43:00 PM 04:10:00 PM
	
	Exceptions

Step 8	Select **Home** from the Main Menu toolbar to return to the Home page.

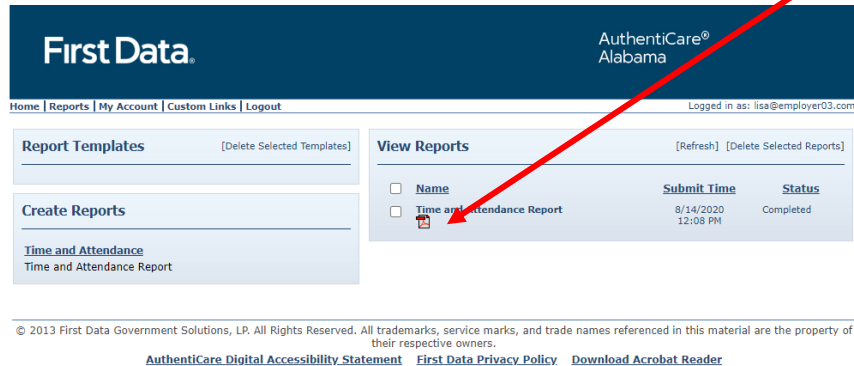| **Access Time and Attendance Report**	
Step 1	From the Home page you can select Reports from the Main Menu toolbar.

	Home | Reports | My Account | Custom Links | Logout Log
	
	Entities **Claims**
	
	Search > [ ] ⦿ Claim
	                                   [Go!] Search Type: ○ Confirm Billing - View
	                                                            ○ Confirm Billing - Bulk
	                                                    Claim ID: [ ]
	                                                              [Go!] [Clear]
	
	                                                    Claim Status: [▾]

Step 2	Click the Reports link to open the Reports request page where you can request a Time and Attendance report.
	First Data. AuthentiCare® Alabama Home | Reports | My Account | Custom Links | Logout Logged in as: cmc@bbemp.com **Report Templates** [Delete Selected Templates] **View Reports** [Refresh] [Delete Selected Reports] ☐ **Name** **Submit Time** **Status** **Create Reports** **Time and Attendance** Time and Attendance Report

Step 3	1. Enter the data to the left of all asterisks (*).
	    a. Claim types will provide a list of options for selection
	    b. Claim dates also provides a list of options. If Fixed Date Range is selected the range can be no more than 31 days.
	2. You can sort to provide a more organized report using up to 3 sort options
	3. Select **Run Report** to view the time and attendance of services provided to the client you represent based on the information you entered.

Step 4	Select Run report will return you to the Reports screen (previous screen shown in Step 2). Your report will be listed in the View Reports Section. Select [Refresh] to see the current status of your report.

Step 5	When the report status shows Complete, the report is ready to view. Select the format icon under the report name to display.
Step 6	Select **Home** from the Main Menu toolbar anytime you wish to return to the Home page.